



Dear Valued Customer,

On behalf of Peak Roofing Contractors Inc., we would like to thank you for your recent purchase. Your complete satisfaction is of utmost importance to us. Therefore, in order for us to do our best, we would ask for your honest input.

Please take a few minutes to share your experience with us. With your input, we will evaluate our performances in all areas, as well as recognize those personnel who are meeting and exceeding Peak's performance standards.

Thank you for taking the time. If you have any questions or concerns, please do not hesitate to call us at (703)753-4585.

Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone Number (Including Area Code) _____ Crew: _____

To help us better understand what is important to our Customers, please tell us what was the most important factor in your decision to do business with Peak Roofing Contractors Inc. (Check all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Company Reputation | <input type="checkbox"/> Excellent Service | <input type="checkbox"/> Licensed Class "A" Contractor |
| <input type="checkbox"/> Outstanding Warranties | <input type="checkbox"/> Better Business Bureau "Care" Program | <input type="checkbox"/> Referred By a Friend or Relative |
| <input type="checkbox"/> Fully Insured | | |
| <input type="checkbox"/> Other _____ | | |

Please tell us about your experience with your **Sales Representative**.

1. Who was your Salesrepresentative? _____
2. How was the Sales representative's appearance? _____
3. Was the Sales Representative on time? Yes No
4. Was the Sales Representative courteous? Yes No
5. Did the Sales Representative fully inspect the work areas and discuss that with you? Yes No
6. Did the Sales Representative fully measure the work to be done before pricing was given? Yes No

7. Do you feel that the Sales Representative dealt honestly and truthfully with you? Yes No
8. Did you feel intimidated or pressured in any way to do Business? Yes No
9. Do you feel you have gotten everything that the Sales Representative promised you? Yes No
10. Has the Sales Representative been in contact with you since the date of sale? Yes No
11. would you purchase from this Sales Representative for your future needs? Yes No

Please tell us about your experience with the **Production Department**.

1. Did the Production Department communicate sufficiently with you. Yes No
2. Weather permitting, did the work start and complete as scheduled? Yes No
3. Did the installer show courtesy and respect for your property? Yes No
4. Did the Installers answer any questions that you had to your satisfaction? Yes No

5. Did the Installers clean up the job site sufficiently at the end of the job? Yes No
6. Did the Foreman do a final "Walk -Around" with you and address any concerns you may have had in an efficient manner? Yes No
7. Are you pleased with the products and the way they look on your home? Yes No
8. Would you do business with Peak Roofing Contractors Inc. for future needs? Yes No
9. Would you recommend Peak Roofing Contractors Inc. to others? Yes No